

About this guide

Who should use this guide

This guide is intended to be used by Meridian IVR 2.0/I users, VADs, field technicians, and field support engineers. This guide is designed to assist in identifying, diagnosing, and resolving fault conditions on the Meridian IVR system.

How to use this guide

This manual contains the following chapters and appendices:

Chapter 1: Diagnostics overview

Provides an overview of the diagnostics procedures available for components of the Meridian IVR 2.0/I application processor.

Chapter 2: Fault isolation

Provides procedures for identifying problems that can occur with the Meridian IVR 2.0/I system and related devices.

Chapter 3: Troubleshooting procedures

Provides possible solutions for common hardware problems.

Chapter 4: Maintenance activities

Describes procedures for the removal and installation of all field-replaceable Meridian IVR application processor components.

Chapter 5: Software reinstallation

Provides an overview of Meridian IVR software requirements, and the procedures necessary to reinstall the software.

Appendix A: POST diagnostics

Provides a reference for power on self test (POST) diagnostics codes and messages.

Appendix B: MTA diagnostics reference

Provides a command reference for the Modular Test Architecture (MTA) diagnostics.

Appendix C: System configuration utility

Provides information and procedures for configuring adapter cards using the system configuration utility.

Appendix D: UNIX diagnostics

Describes diagnostics procedures for third-party adapter cards.

Appendix E: X terminal support

Describes how to install an X terminal on a Release 20/I system.

Appendix F: Cable pinouts

Provides connector pin assignments for the DigiBoard DB-25 connectors. Cabling information for the U.S. Robotics modem is also described.

Appendix G: Customizing the user interface

Provides information on customizing the appearance of interface elements, altering the wording of menu options, and translating Meridian IVR 2.0/I into foreign languages.

Appendix H: Console redirection

Describes procedures and requirements for redirecting console output for remote support.

Appendix I: Error messages

Lists the error messages that may appear in the Transaction Log.

Additional Meridian IVR guides

The following documents are part of the Meridian IVR 2.0/I Operational and Developmental document suites:

Manual	NTP Number
<i>Meridian IVR Product Guide</i>	555-9001-010
<i>Meridian IVR Planning and Engineering Guide</i>	555-9001-200
<i>Meridian IVR System Administration Guide</i>	555-9001-210
<i>Meridian IVR Getting Started Guide</i>	555-9001-301
<i>Meridian IVR Application Development Guide</i>	555-9001-310
<i>Meridian IVR 3270 Gateway Development Guide</i>	555-9001-312
<i>Meridian IVR SQL Server Guide</i>	555-9001-314
<i>Meridian IVR VT100 Gateway Development Guide</i>	555-9001-316
<i>Meridian IVR 5250 Guide</i>	555-9001-318
<i>Meridian IVR Fax Application Guide</i>	555-9001-350
<i>Meridian IVR Installation Guide</i>	555-9001-210

Third-party documentation

The information supplied with your vendor's host connectivity package will be necessary for hardware and software installation and configuration. You should also have the documentation supplied with the following hardware and software:

- 8-port serial card
- integrated UPS (hardware and software)
- external remote support modem
- printer
- monitor

- mouse
- SCO UNIX software

Conventions used in this guide

Throughout this guide, several typographic conventions have been used to highlight certain types of information.

- Buffer names are shown in all upper case characters, for example, the CURRENT MESSAGE buffer.
- Commands you must type are shown in bold, for example, type **sam** at the prompt.
- Keynames you press are enclosed in angle brackets, for example, the <Enter> key.
- Softkeys shown on the screen which are mapped to function keys are enclosed in square brackets, for example, the [Save] softkey.
- Variables shown in command lines appear in italics, for example, the *host_cfgn* file, where *n* is a variable representing a board number.
- Screen output is shown in *courier*.